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Telework Preparedness FAQ

What do I need to telework?

You will need your government-approved computer with Virtual Private Network (VPN) software, your NASA PIV smartcard and PIN. If you have a Macintosh computer, you will also need your NDC credentials and you may need a SecurID token if you have not received the [AnyConnect VPN upgrade](#). For complete details, see the [Telework Preparedness and Preparation Checklist](#).

What if I want to telework, but I did not bring home my government-issued/approved laptop?

Only government-issued or government-approved end user computers (laptops/desktops/tablets) are to be used to access, process, and store NASA data. All HQ employees and contractors are required to comply with this updated direction in order to protect NASA data, IT assets, and services.

What are the current options for connecting remotely?

At this time, Windows and Macintosh users connect remotely using their government-issued or government-approved computer and the following:

- Windows users connect using VPN and their PIV smartcard.
- Macintosh users connect using VPN and their PIV smartcard. (Some Macintosh users who have not yet been upgraded to the new version of AnyConnect will need to connect to VPN with their SecurID Token).

For more information, see the [Remote Access Services Web page](#).

What should I do if I am unable to connect to IT resources required to perform my job?

If you cannot connect from your telework location due to equipment malfunctions (computer, Internet connectivity, etc.), contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

Do I still need my SecurID Token?

As part of a strategic objective to enhance PIV smartcard usage, the Information Technology and Communications Division (ITCD) is continuing the effort to phase out SecurID Tokens at NASA HQ.

Exception Categories: Tokens may still be required for accessing:

- Remote VPN connectivity on government-approved Macintosh computers which have not been upgraded to the new version of AnyConnect VPN client
- Certain applications and Web sites configured for “Token Only” authentication
- NASA IT resources by users who do not have a PIV smartcard

If you fall into one of the exception categories (i.e., have a technical need to retain your token), you must [submit a waiver request](#) with a valid business justification. If approved, you will be allowed to retain and use your token until such exception has been resolved and the token is no longer required. Once your exception categories are resolved, you will be required to submit a new waiver or turn in your token.

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Tokens without an approved waiver will be disabled. Requests for waivers should be submitted to the IT Asset Manager via e-mail to jeff.anderson@nasa.gov or delivered to Room 4G76, Monday – Friday, 7 a.m. - 2 p.m.

Can I forward my office telephone number to my telework location or any other number?

Yes. There are three ways to forward incoming calls:

- Directly from your HQ desktop phone: Press **Forward All** and enter a destination phone number. When calls are successfully forwarded, you will see a different icon (a phone with an arrow above it) next to your phone number. This symbol is very subtle; so you may wish to remind yourself that calls are forwarded by placing a post-it note on your phone. To turn call forwarding off, press **Forward All** again.
- Using the Cisco Self Care Portal: You can initiate call forwarding using the ITCD [Cisco Unified Communications Self Care Portal](#): On the **Phones** tab, under **Call Forwarding**, under your extension number, click the checkbox next to **Forward all calls to**. Then, enter the destination number, then click **Save**. Refer to the [Telephone Services Web page](#) for more information.
- Using Jabber from your NASA-issued computer: For details, see the [Jabber Web page](#) for user guides for both Windows and Macintosh.

IMPORTANT: Regardless of the method you use, be sure to specify the destination number as if you were dialing it from within HQ:

- You must include "9" to get an outside line. **Example:** 95551234
- You must also include "1" if the number is long distance.
Example: 913015551234
- Calls forwarded to locations *within* HQ require only the 4-digit extension.
Example: 1234.

Can I contact the Enterprise Service Desk (ESD) for support when teleworking?

Yes, you can contact the Enterprise Service Desk (ESD) to assist you with your NASA-issued equipment. You also can obtain password reset support for your voice mail, the CallManager Web site, SecurID token PIN resets, and domain login. For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

What if my computer equipment needs repairing or malfunctions while I am teleworking?

If your NASA-issued equipment requires repairing or malfunctions, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247). Then bring the equipment back to NASA HQ for repair as soon as possible. If you are at a Continuity of Operations (COOP) site, contact the onsite IT support.

How do I get computer and office supplies? Additional equipment?

Computer and office supplies will be obtained through the same method used for office supplies used at NASA HQ. You must use the resources that have been provided (i.e., NASA-issued laptop, [CallManager](#) and [Jabber](#) for telephone services, etc.) to facilitate your telework experience. Additional IT equipment or software will not be procured for teleworking. Contact your [IT POC](#) for assistance.

What are some frequently used Web sites I will need when teleworking?

- Telework Tools – http://itcd.hq.nasa.gov/telework_tools.html. Provides a list of IT tools that will help you prepare for and have a successful telework experience.
- Telephone Services – http://itcd.hq.nasa.gov/telephone_services.html. Provides information on telephone and voice mail services.
- CallManager - <http://itcd.hq.nasa.gov/callmanager.html>. Provides you access to [CallManager](#), which lets you set up special features of your desktop phone, including call forwarding.
- Frequently Used Applications and Systems: <http://www.hq.nasa.gov/hq/applications.html>
- Getting IT Help: http://itcd.hq.nasa.gov/get_help.html
- Remote Access Services: http://itcd.hq.nasa.gov/remote_access.html
- Jabber: <http://itcd.hq.nasa.gov/jabber.html>

Can I use my personal mobile device for NASA business?

Yes. Personal mobile devices that access NASA data (such as NOMAD e-mail) are required to have the Agency baseline Active Sync policies applied. With these security features and policies in place, personal mobile devices present no greater risk than what is accepted for a government-issued mobile device. For more information, visit the ActiveSync Exchange Overview page:

https://esd.nasa.gov/secure/searchengine/Doc_Display.cfm?DOC_ID=RKM_2609

Can I use Web Conferencing tools from my personal or non-government-issued or approved computer or mobile device?

Yes, but you must log in as a “Guest.” Collaboration tools are intentionally designed to support internal and external use. The use of these collaboration tools (i.e., Lync/Skype, Vidyo, Adobe Connect, WebEx) from a non-government-approved computer is authorized when you log in as a guest. Note, if you log in as a guest, you are considered external to NASA and do not have the rights and privileges available to you if you were logged in using NASA credentials. For more information, visit http://itcd.hq.nasa.gov/web_conferencing.html.

What should I do if my PIV smartcard is lost, damaged, or stolen?

Immediately contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247). The ESD will notify the Security Operations Center (SOC) on your behalf by opening a ticket, which will indirectly notify the HQ CISO. You can also contact the SOC directly at 1-877-627-2732 or soc@nasa.gov.

How will I connect to the NASA network if my PIV card is lost?

If your PIV smartcard is lost, damaged, or stolen, you must have your computer configured to support the use of your NDC username and password until your PIV smartcard has been replaced. To accomplish this, you must contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247). While your PIV smartcard is being replaced you will be able to login and use your computer with your NDC username and password, however you will not have access through the HQ VPN during the PIV smartcard replacement time period.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:

<http://itcd.hq.nasa.gov/faqs.html>